



BUCKET NO. 10628ROUS01U (NORT10-00169)  
Customer No. 33000

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: : Michael C.G. Lee  
Serial No. : 09/472,910  
Filed : December 27, 1999  
For : CALL FEATURES FOR AUTOMATIC CALL  
DISTRIBUTION SYSTEM  
Group No. : 2642  
Examiner : Q.H. Nguyen

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10/21/03

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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Dear Sir:

**INFORMATION DISCLOSURE STATEMENT**

Pursuant to the duty of disclosure under 37 C.F.R. § 1.56, Applicant submits this statement.

This submittal is made in accordance with 37 C.F.R. §§ 1.97 and 1.98 and § 609 of the Manual of Patent Examining Procedure. The patents, publications and other information herein are listed below and on the attached Form PTO/SB/08. Certain of these references were located during the Partial European Search Report issued in the related European Patent Application No. 00650157.1, a copy of which is attached hereto. Copies of the listed references are submitted herewith.

DOCKET NO. 10628ROUS01U (NORT10-00169)  
U.S. SERIAL NO. 09/472,910  
PATENT

U.S. PATENTS

<u>PATENT NO.</u>	<u>INVENTOR</u>	<u>ISSUE DATE</u>
5,436,967	Hanson	July 25, 1995
5,764,746	Reichelt	June 9, 1998

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FOREIGN PATENTS

<u>PATENT NO.</u>	<u>APPLICANT</u>	<u>PUBLICATION DATE</u>
EP 0 866 407	AT & T Corp.	Sept. 23, 1998

PUBLICATIONS

Kaufman, Harvey, "Call Centers in Cyberspace," XP-002054723, vol. 34, no. 7, 1 July 1997, pps. 20-21.

Applicant hereby expressly reserves the right to swear behind the effective dates of any of the above Patents and to question the relevance and materiality of the Patents and Publications listed herein, in whole, in part, or in combination, subsequent to filing this Information Disclosure Statement.

No fee is believed to be due for the filing of this Information Disclosure Statement.

Respectfully submitted,

DAVIS MUNCK, P.C.

Date: 8/13/2003  
P.O. Drawer 800889  
Dallas, Texas 75380  
Phone: (972) 628-3600  
Fax: (972) 628-3616  
email: [rmccutcheon@davismunck.com](mailto:rmccutcheon@davismunck.com)

  
Robert D. McCutcheon  
Registration No. 38,717